



Problem Resolution Report
CoSD Contract No. 554833
Print Outputs Delivery Schedule Revision
Perspecta/CoSD 101

Peraton

Date: September 16, 2021

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Perspecta Enterprise Solutions LLC, a Peraton company ("Perspecta" or "Contractor" and hereinafter collectively referred to as the "Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

The Parties intend to revise the Print Output Delivery Schedule to better align it with the current County's needs and eliminate redundant tasks.

Resolution:

1. The Parties agree to implement the new print schedule, allowing the Print Room to be more efficient on answering client inquiries or questions via emails or phone calls. Also, the Print Room is better equipped to handle the daily administrative duties thereby allowing time to resolve any issues and to handle emergency tasks
2. The Output Delivery Schedule on Section 4 of Schedule 4.8 – Service Levels is amended as follows:

Output Delivery Schedules

The distribution of reports by Contractor for managed print Services (as set forth in the Data Center Services Framework) shall be in accordance with the following schedule:

Location Description	Trips / Day	Drop Points / Location	Delivery Days	Delivery Time(s) No Later Than
County Administration Center 1600 Pacific Coast Highway Mail Room 050	1	1	Monday – Friday	9:00 AM
County Operations Center 5560 Overland Dr Suite 180 & 5530 Overland Dr Suite 410	1	2	Monday - Friday	9:00 AM
San Diego County Jail 1173 Front St	1	1	Monday - Friday	9:00 AM



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Downtown Courthouse Hall of Justice 220 West Broadway	1	1	Monday - Friday	7:30 AM
San Diego Superior Court- Kearny Mesa 8950 Clairemont Mesa Boulevard	1	1	Monday - Friday	7:30 AM
Vista Superior Court 325 South Melrose Dr	1	1	Monday - Friday	7:30 AM

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By:

Name: John M. Pellegrino

Director, Department of Purchasing
and Contracting

Title:

Date:

9/27/2021

PERSPECTA ENTERPRISE SOLUTIONS LLC

By:

Name: Max Pinna

Title: Contracts Manager

Date: September 16, 2021